



## Catalyst Rx Pharmacy Plan Overview



Catalyst Rx is the administrator of the County's pharmacy benefit plan. All eligible employees and their dependents enrolled in a Cigna medical plan (except for the Cigna Choice Fund Medical Plan) are covered under the Catalyst Rx Co-Insurance benefit plan. Catalyst Rx partners with Walgreens for some services such as: Specialty Pharmacy, Mail Plan Service Pharmacy and Mail Plan Service Refills.

### **Co-Insurance Plan**

A multi-tiered plan in which different co-insurance (percentage of the cost) is charged (unless the applicable minimum or maximum copay threshold is met) based on the drug classification. The plan covers generic, preferred brand name and non-preferred brand name medications and uses a preferred medication list.

The plan requires maintenance medications to be filled in 90-day quantities after two 30-day fills at a retail pharmacy. The 90-day fills are available through Catalyst Rx's network of retail pharmacies and through Walgreens Mail Service.

### **Retail Pharmacy**

The retail network of pharmacies is available for prescriptions you need right away or for the first two fills of maintenance medications. You may obtain up to a **30-day supply** of medication. You have more than 62,000 retail pharmacies to choose from nationwide including Walgreens, Albertson's, Sam's Club, Target, Fry's, Safeway and Wal-Mart, to name just a few. To locate the nearest retail pharmacy, access the [www.walgreenshealth.com](http://www.walgreenshealth.com) web site or call Catalyst Rx's Member Services at 866-312-1597.

### **Walgreens Mail Service**

When you need a maintenance medication you may order up to a **90-day supply** of the medication through the Walgreens Mail Service facility. Ask your physician for a new prescription that will allow you to obtain up to a 90-day supply of the medication at one time. Medication ordered through mail service may be delivered to any address you choose such as home, work or even a local Walgreens pharmacy.

### **Walgreens90**

A **90-day supply** of maintenance medication may also be purchased at an Advantage 90 retail pharmacy. An Advantage 90 retail pharmacy is a pharmacy that has agreed to a negotiated rate when dispensing a 90-day supply.

### **Prescription ID Card**

Present your prescription ID card every time you have a prescription filled. Your group number is 512229. The employee's and all covered dependent's names and person codes are displayed on the ID card. If you have not received your ID card or you don't have it with you, the pharmacy can contact Catalyst Rx's Member Services at 866-312-1597. Your ID number is your County employee ID number (starting with 81). If you are not yet in the Catalyst Rx system, you will need to pay out-of-pocket for your prescription and submit a reimbursement form.



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## Questions & Answers

### **Q. What should I do if I want to begin using the Walgreens Mail Plan Service Pharmacy?**

**A.** New members should receive a packet containing their new Catalyst Rx prescription ID cards. The packet also contains a mail order registration form. Complete the form and send it to Walgreens Mail Service Pharmacy along with a prescription written for at least a 90-day supply. You can find a Walgreens Mail Service Frequently Asked Questions flier and other related information online at: <http://ebc.maricopa.gov/ehi> or at <http://www.maricopa.gov/benefits> under the "Pharmacy" tab.

### **Q. What do I do if the pharmacy says I'm not eligible when I request my prescription be filled?**

**A.** If the prescription doesn't process for any reason, you should call Catalyst Rx's Member Services at 866-312-1597. If there is an eligibility issue, you will be referred to the Maricopa County Employee Benefits Division at 602-506-1010. Benefit Analysts are available 8 AM – 5 PM, Monday – Friday, to assist you. Eligibility updates to the vendor systems takes approximately 2-3 weeks from the time that you make your benefit elections in the ADP Benefit Enrollment System. If your eligibility issue cannot be resolved immediately and you need the medication right away, you should pay for it and then request reimbursement by completing a Direct Member Reimbursement Form, which you can find on the Maricopa County Benefit Home Page under the "Pharmacy" tab.

### **Q. How do I request additional ID cards?**

**A.** Call Catalyst Rx's Member Services at 866-312-1597 to request additional ID cards. If you need more than two additional ID cards, please advise the member services representative at the time of your request.

### **Q. How do I coordinate a Clinical Prior Authorization?**

**A.** Clinical Prior Authorizations can be initiated by contacting Catalyst Rx's Clinical Prior Authorization department at 877-665-6609. Either you or the prescribing physician may call. Please have the information listed below available when initiating your request for prior authorization:

- Name of Your Medication
- Prescribing Physician's Name
- Prescribing Physician's Fax Number, if available
- Catalyst Rx Member ID Number (from your Catalyst Rx ID Card)
- Maricopa County Group Number: **512229**